

eWIC Frequently Asked Questions For Participants

How do I activate my card?

- Select a PIN by calling (844) 583-3237 or going online to the portal at www.mybnft.com
The clinic staff cannot do this for you. Your PIN is personal and confidential. You may change it at any time.

How many eWIC cards can a family have?

- 1 per “household”
However, if you are shopping for multiple “households” (for example you are a foster parent with multiple children on WIC) you may be shopping with multiple cards.

What if my card is lost or stolen?

- If you believe you have temporarily lost your card, you may put it on “hold” by calling 844-583-3237, or go online www.mybnft.com
- If it has been stolen, or definitely lost you can cancel and reorder a card using the information above (this will take about a week to get your new card) or you may call your local clinic to cancel and request a new card (pick up or have mailed certified)

How will I know what I can purchase?

- When issued eWIC at the clinic you will get a food list and print out of your benefits
- After you leave the clinic you may access your benefits in the following ways:
 - At the store you can request a “balance inquiry” or review your last receipt
 - Go online www.mybnft.com
 - Call (844) 583-3237, or
 - WIC Shopper app- currently it will show a full food list, but does not have family benefit balance yet (coming later)

Can I give my card to a friend to shop for me?

- Yes! The person who is issued the card, and identified as the primary authorized representative, is in charge of the card.
*You may ask someone else to shop for you by simply giving them the card, the PIN and instructions on how to use it and what to buy. **Be aware that you are responsible for their actions when you provide this information.***

Will the store be checking signatures or ID?

- No. The person shopping only needs the card and PIN

Where can I shop with eWIC?

- Your WIC clinic has a list of eligible stores available or you may also look up a store on our website (www.wic.mt.gov) or on the WIC Shopper App.
Pilot is from 6/8/17-9/14/17- during this time only stores in Helena, Butte, Townsend, Boulder, Whitehall, White Sulphur Springs, Anaconda, and Deer Lodge) can process eWIC.

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Do I still need to go to the clinic to get benefits?

- Each participant must be present during certification appointments. There are also some other appointment types that we will want to see you for height, weight or bloodwork checks. Otherwise, you may be able to do your appointment or request benefits be loaded remotely (such as a formula change).

Ask us about doing education on the WIC Smart App!

If I notice a food item that I think should be charged to my eWIC card and is not, how do I send that information to WIC?

- If you have the WIC Shopper App on your smartphone, you can submit the product code ("UPC"), product information, and pictures (front and back labels) to the WIC State Office right there in the store. You may also go to our website at www.wic.mt.gov and submit your pictures and the product information via a fillable form that can be submitted electronically. It will review and either approve or deny within 3-5 business days. If you would like to follow up on the status, you may do so by calling 800-433-4298 or emailing wicupc@mt.gov.

What materials will I get with my eWIC card?

- The cardholder, which will include important information on how to manage your PIN, care for your card, and who to call for help if lost, stolen, or other assistance is needed.
- An authorized food list (paper or booklet)
- Information on the WIC Shopper App
- Information on how to access the online portal and toll free number to manage your account

When can I buy the foods on the NEW FOOD LIST?

- September 14, 2017!

Not all items are available on checks, this will be outlined on the food list you are given.

With checks the WIC items had to be separated out and run as a separate transaction, how will eWIC work?

- Most stores will allow you to put everything together for the transaction ("mixed basket"). However, it is helpful to let your cashier know you will be using WIC so they can guide you. **Always run your eWIC card FIRST**, so the remaining food items can be identified for other payment (such as SNAP, TANF or debit/credit).

Be sure to review the foods being "charged" to WIC prior to accepting the transaction.